

## TIER 2 Local DTA roblen from General Problem Tier 1 Flow Travel Yes Refer to CTO End arrangement problem Yes No Question on Yes No Refer to Lead DTA Question Contact HQ DLA CUI use or or transportation DTA answered? representative entitlements2 No Problem with Ye Refer to TRW software/CUI Fix it Help Desk operation? Yes No Computer Yes No Site level Report to TRW Refer to site IT or network Problem? Help Desk network staff problem? No Accounting Yes No Refer to Problem transaction finance DTA solved? problem? No Yes Contract Yes performance Refer to QAE End problem? No Yes Other problem Report to TRW Help Desk not listed

TIER 3 System Help Desk

